**Opportunity: Office of the Registrar** at the University of Iowa

**POSITION OVERVIEW:**

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<tr>
<th>Department: Office of the Registrar, Office of the Provost</th>
<th>UI Job Code: PCR2</th>
<th>Pay Level: 4A</th>
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<tr>
<td>University Classification: Registrar Services Coordinator</td>
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<td>Working Title: Curriculum Coordinator</td>
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<td>Percent Time: 100% (40hrs/wk.)</td>
<td>Position Type: Regular P&amp;S, Ongoing</td>
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<td>Administrative Supervisor: ☐ Yes ☒ No</td>
<td>Reports to: Associate Registrar</td>
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<td>Compensation: Anticipated hiring annual salary range is: $46,000 to commensurate for Registrar Services Specialist (PCR1); Competitive benefits</td>
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<td>Work Modality: This position has the option for a remote or hybrid schedule. All remote work is required to be performed within the state of Iowa and incumbents must be able to commute for required on site functions. Specifics to be discussed during interviews.</td>
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**POSITION SUMMARY:**

The curriculum coordinator for the Office of the Registrar supports the university’s academic mission and student success as a member of the Curriculum Management team. This individual collaborates proactively and creatively with colleges, academic departments, and advisors across campus to coordinate efforts specific to the creation, maintenance, and continuous improvement of the sample plans of study and Course Library components of the university’s homegrown student information system (MAUI).

**WHAT YOU DO:**

**Registration and Enrollment Services**
- Sample Plans team member; assists faculty and staff with creating and updating multi-session sample plans of study for student program of study completion using the MAUI student information system, General Catalog content management system, and MyUI.
- Provides end users with training and support; attends team meetings; maintains training and retention documentation; manages a shared inbox and responds to inquiries by email or phone in a timely manner.
- Course Library team member; assists with ongoing maintenance and continuous improvement of the Course Library; assists with processing course creation, revision, and closure requests in Universal Workflow.
- Collaborate on various projects with teams in and out of the Office of the Registrar, including but not limited to the General Catalog, Reg MAUI Support, Degree Audit, and ITS.

**Degree Progression**
- Maintains tools used to map the sequencing of academic requirements and co-curricular experiences for active programs of study.
- Understands the downstream impacts of changes made to curricular management systems; collaborates to lessen impact of changes on student degree progression.

**Systems Support and Development, Data Collection, Analysis, and Reporting**
- Evaluate business and information systems’ functionality to assist with development, design, and testing of system solutions.
- Responsible for data integrity and consistency in the MAUI student information system and shared documentation such as spreadsheets and manuals; proactively performs routine data audits to ensure accuracy and transparency.
- Provides moderately complex user support for various aspects of the MAUI student information system.

**Records Management**
- Maintains training materials and conduct individual and group trainings.
- Participates in the creation and documentation of shared knowledge across campus regarding the curriculum management system.
- Other duties as assigned.
Academic Support System Administration – Proficiency: *Extensive*

**What this looks like:**

- Updates and restructures academic support systems to improve the efficiency of academic information management.
- Coaches others on the application of computer-based advising technologies in an academic support system.
- Optimizes academic support processes to improve the efficiency of processing academic activities.
- Compares the performance of alternative academic support systems and makes recommendations accordingly.
- Evaluates the value of an academic support system based on student, advisor and other users’ feedback.
- Trains others on resolving major operational problems in an academic support system.

**Problem Solving - Proficiency: *Extensive***

**What this looks like:**

- Uses varying problem-solving approaches and techniques as appropriate.
- Develops successful resolutions to critical or wide-impact problems.
- Organizes potential problem solvers and leads problem resolution efforts.
- Analyzes and synthesizes information and devises alternative resolution strategies.
- Contributes to standard practices for problem-solving approaches, tools, and processes.
- Ensures capture of lessons to be learned from a problem-solving effort.

**Specific Function – Proficiency: *Extensive***

**What this looks like:**

- Demonstrates acquired experience with managing a functional team or department.
- Contributes to the function's business planning process.
- Discusses issues and considerations for regulatory agencies and reporting requirements.
- Contributes to the establishment of best practices for the function.
- Describes the use of technology in strategic function management.
- Leads and implements major initiatives and programs.

**Student Registration – Proficiency: *Extensive***

**What this looks like:**

- Monitors and ensures completion of degree requirements and other registration requirements.
- Coordinates dissemination of information on courses offered to registered students.
- Prepares student transcripts to track registered student progress.
- Manages registration office operations, including processes, performance evaluations, textbook orders, and work assignments.
- Develops and administers the registration budget for an academic year.
- Cooperates with related parties to improve student registration services.

**Accuracy and Attention to Detail – Proficiency: *Extensive***

**What this looks like:**

- Processes detailed information with high levels of accuracy.
- Productively balances speed and accuracy.
• Implements a variety of cross-checking approaches and mechanisms.
• Evaluates and makes contributions to best practices.
• Demonstrates expertise in quality assurance tools, techniques, and standards.
• Employs techniques for motivating personnel to meet or exceed accuracy goals.

Effective Communications – Proficiency: Extensive
What this looks like:
• Communicates well downward, upward, and outward.
• Employs appropriate methods of persuasion when soliciting agreement.
• Maintains focus on the topic at hand.
• Adapts documents and presentations for the intended audience.
• Reviews others' writing or presentations and provides feedback and coaching.
• Demonstrates both empathy and assertiveness when communicating a need or defending a position.

Document Manager – Proficiency: Extensive
What this looks like:
• Compares features and functions among multiple document management products and technologies.
• Trains others on using advanced management features and products.
• Evaluates key issues and considerations for static and dynamic document management.
• Details and operates specific requirements on content management, archiving and audit trails.
• Contributes to defining document management processes, procedures and standards.
• Consults to others on integrating document management systems with imaging applications.

Flexibility and Adaptability – Proficiency: Extensive
What this looks like:
• Makes progress in an atmosphere of ambiguity and uncertainty.
• Recovers from disappointments and setbacks.
• Works effectively with unstructured teams, situations, or environments.
• Creates processes with provisions to accommodate change.
• Helps others adapt to changing environments and accept new situations.
• Leverages prior experience as a help towards handling changing situations.

Relationship Management – Proficiency: Working
What this looks like:
• Describes the roles and responsibilities in a collaborative working relationship.
• Monitors satisfaction levels on a regular basis.
• Alerts own team to problems in satisfaction.
• Ensures prompt and effective response to requests and interactions from "customers".
• Works with "customers" to address critical issues and resolve major problems.

UNIVERSITY EXPECTATIONS (see definitions and proficiency levels here)

Collaboration/Positive Impact - Proficiency: EXTENSIVE
What this looks like:
• Ensures time, resources, energy, learning opportunities, and actions are focused on priorities important to the changing workplace.
• Identifies and resolves disagreements/conflicts in early stages.
• Promotes a safe, fair, respectful environment in which concerns can be addressed effectively.
• Recommends changes to work practices and policies to achieve desired outcomes.

Diversity, Equity and Inclusion – Proficiency: EXTENSIVE

What this looks like:
• Promotes a respectful, diverse, equitable and inclusive work environment in which concerns are addressed effectively.
• Can identify unit policies and practices that have a disparate impact on specific populations.
• Recommends policies and practices to advance an equitable, inclusive work environment and counter racism, sexism, and other forms of institutional bias.
• Forms respectful relationships with those representing diverse constituencies, and seeks regular input to better understand diversity, equity & inclusion issues and enhance recruitment efforts.
  Engages in on-going self-reflection and continues to advance their knowledge and skills related to diversity, equity and inclusion.

Service Excellence/Customer Service – Proficiency: EXTENSIVE

What this looks like:
• Participates in developing a variety of effective ways to deal with service challenges.
• Models service delivery and coaches others to deliver excellent service in a variety of settings.
• Communicates well with direct reports, peers, leadership and external constituents.
• Utilizes various methods for information sharing and information gathering. Modifies processes to enhance service.

QUALIFICATIONS YOU BRING:

Required
• A bachelor’s degree or an equivalent combination of education and experience.
• Some experience with:
  o Operation and application of computer-based business and information systems or data management software.
  o Operation and application of Microsoft Office Suite, including Excel, Word, and Outlook, and virtual collaboration tools such as Zoom and Office 365.
• Knowledge and application of diverse communication techniques and relationship building skills, including listening skills and the ability to work with a variety of individuals and groups in a constructive and collaborative manner.
• Ability to work collaboratively and creatively on complex projects that may involve many stakeholders and/or competing priorities.
• Demonstrated commitment and ability to articulate the importance of diversity, equity, and inclusion.

Desired
• Some (minimum one year) related experience working in higher education (two- or four-year institutions), curriculum management, academic planning, project management, or information management field.
• Experience working in or collaborating with a registrar’s office.
• Demonstrated application of systems-level analysis to optimize organizational performance.
• Active participation and engagement in community, university, or office activities, groups, organizations, or courses.

ABOUT THE DEPARTMENT:

The Office of the Registrar serves as the institutional guardian for official academic information and records in supporting the faculty, staff and students at the University of Iowa. We work with every faculty, staff, student, department, and dean's office on campus coordinating and providing services related to the student records:
course catalog, registration, fees, records, transcripts, data warehouse, institutional research, reporting, maintenance, and security for student records data, grading process, graduation and diploma services. We are committed to providing high quality learning environments to our faculty and students in coordination, scheduling assignment and management of our University Classroom inventory. Our services provide support for all departments in the Provost's responsibilities.